

OUR APPROACH TO SUSTAINABILITY

AT VICOM, WE PLACE A STRONG FOCUS ON INTEGRATING SUSTAINABILITY PRINCIPLES ACROSS OUR OPERATIONS. WE PROVIDE OUR SERVICES WITH UTMOST INTEGRITY WHILST ADVOCATING GOOD ENVIRONMENTAL, SOCIAL AND CORPORATE GOVERNANCE RESPONSIBILITY ACROSS OUR BUSINESS STRATEGY. AS MEANS OF ACCOMPLISHING THIS, WE ENSURE FULL COMPLIANCE TO ALL RELEVANT NATIONAL AND INTERNATIONAL REGULATIONS. MOREOVER, GIVEN THE NATURE OF OUR BUSINESS, VICOM PLAYS A CRITICAL PART IN WORKING TOWARDS THE ENABLEMENT OF SINGAPORE'S SUSTAINABILITY TRANSITION. THUS, WE REMAIN DEDICATED TO INNOVATING AND INVESTING IN NOVEL TECHNOLOGIES AND CAPABILITIES WHICH CAN PROLIFERATE THE USE OF SUSTAINABLE GOODS AND SERVICES.

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VICOM'S MISSION

TO ENABLE SAFER AND GREENER MOTORING AND PROVIDE PROFESSIONAL TESTING SERVICES TO OUR CUSTOMERS.

VICOM'S CORE VALUES

VERSATILITY – To be able to adapt to changing environments whilst always remaining ahead of the curve, inspiring creativity

INTEGRITY – To uphold integrity and honesty, and conduct our affairs in a manner consistent with the highest ethical and professional standards

CARE – To care for all our stakeholders by prioritising the needs and requirements of our customers, maintaining open lines of communication with our business partners and regulators, fostering a safe and conducive environment for growth and development for our employees, and enhancing the welfare of those in need within the communities we relate to.

OWNERSHIP – To pursue professionalism, excellence, responsibility, and accountability for all our actions

MERITOCRACY – To remain fair and objective whilst always recognising and rewarding good performance

BOARD STATEMENT

As we aim to uphold good corporate citizenship, VICOM remains steadfast in maximising our positive impacts on the surrounding environment, people, and society. We also strive to provide good corporate governance and make responsible economic decisions. The Board of Directors ("The Board"), and our appointed Sustainability Committee ("SC"), play crucial roles in maintaining VICOM's performance in relation to ESG factors. For example, the Board is responsible for reviewing and approving reported sustainability-related information such as VICOM's material topics. This process entails discussions during SC meetings.

As we strive to achieve our business objectives and set out on our organisational strategies, integrating sustainability into VICOM's core values and mission remains a top priority of the Board. As a result, we endeavour to lead, manage and guide VICOM's sustainability strategies, performance, and efforts to the highest standards.

The Board ensures full compliance to the Singapore Exchange ("SGX") Listing Rule 711 (A) and (B), which comprise of essential components for inclusion in a Sustainability Report. Furthermore, we ensure alignment to our identified sustainability guiding frameworks and other relevant regulations. VICOM guides and supervises the sustainability of its business through a focus on our identified key material topics spanning the various Environmental, Social and Governance pillars. We seek to actively contribute to the sustainable transition within our industry and the countries in which we operate. At VICOM, we also strive to regularly monitor, track, and report our sustainability performance. In doing so, we aim to continuously improve in these areas through innovative solutions and targeted measures to enable broader sustainability for our company, stakeholders and beyond.

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OUR SUSTAINABILITY FRAMEWORK

VICOM's Sustainability Framework consists of four core pillars:








A dopting and advancing sustainable technology and innovation

D riving environmental stewardship and enabling the transition towards sustainability






U pholding Our Responsibility to Our People, Our Communities, and The Society

F ortifying strong governance and ethical business in our journey towards sustainable economic growth and innovation





As we ensure a well-rounded sustainability framework, we have aligned our targets to the United Nations Sustainable Development ESG Goals ("UN SDGs"). Our core pillars, commitments, and initiatives are mapped to the relevant UN SDG targets, as depicted below.

PILLAR	KEY FOCUS AREA	MATERIAL TOPICS	SDG TARGETS
 <p>ADOPTING AND ADVANCING SUSTAINABLE TECHNOLOGY AND INNOVATION</p>  	Climate Change Adaptation and Transition	<ul style="list-style-type: none"> Climate friendly mobility 	<p>Target 13.2 – Integrate climate change measures into national policies, strategies and planning</p> <p>Target 13.3 – Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p> <p>Target 12.7 – Promote public procurement practices that are sustainable, in accordance with national policies and priorities</p>
 <p>DRIVING ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY</p>   	Resource Stewardship	<ul style="list-style-type: none"> Energy and Fuels Emissions and Air Quality Water Waste 	<p>Target 7.2 – By 2030, increase substantially the share of renewable energy in the global energy mix</p> <p>Target 7.a – By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology</p> <p>SDG Target 12.5 – By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse</p> <p>SDG Target Target 12.6 – Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p> <p>Target 13.2 – Integrate climate change measures into national policies, strategies, and planning</p>

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PILLAR	KEY FOCUS AREA	MATERIAL TOPICS	SDG TARGETS
 <p>UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, OUR COMMUNITIES, AND THE SOCIETY</p>	Human Capital Responsibility	<ul style="list-style-type: none"> Occupational health and safety Employee Wellbeing and Work Life Balance Human & Labour Rights Employee training, upskilling & development Diversity, anti-discrimination, inclusion, and equal opportunities Talent attraction, retention, job opportunity creation 	<p>SDG Target 4.4 – By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p> <p>SDG Target 5.5 – Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life</p> <p>SDG Target 8.5 – By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>SDG Target 8.7 – Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.</p> <p>SDG Target 8.8 - Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p>
	Public Health and Safety		
	   	Service quality and customer relationship	
	Local impact and socioeconomic contribution		







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PILLAR	KEY FOCUS AREA	MATERIAL TOPICS	SDG TARGETS
 <p>FORTIFYING STRONG GOVERNANCE AND ETHICAL BUSINESS IN OUR JOURNEY TOWARDS SUSTAINABLE ECONOMIC GROWTH AND INNOVATION</p>   	Business and Operational Integrity	<ul style="list-style-type: none"> Compliance, ethical, conduct, transparency and accountability Corporate governance Responsible Supply Chain & Partnerships 	SDG Target 16.5 – Substantially reduce corruption and bribery in all their forms
	Testing Integrity		
	Cybersecurity, data privacy and security		
	Innovation and Growth	<ul style="list-style-type: none"> Economic growth and new opportunities Investment and innovation in services and operations <ol style="list-style-type: none"> Sustainable food systems Sustainable building systems 	SDG Target 9.4 – By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities

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OUR STAKEHOLDER ENGAGEMENT

VICOM's stakeholders are integral in driving growth and furthering our sustainability ambitions. As such, we value the inputs of our stakeholders and strive to meet their evolving needs at the same time. VICOM's key stakeholders are derived based on the roles they have in influencing our operations, as well as the impact our business has on them. VICOM engages our key stakeholders regularly through the several channels as outlined below.

STAKEHOLDER	FORMS OF ENGAGEMENT	STAKEHOLDER PRIORITIES RAISED	OUR RESPONSE TO PRIORITIES
CUSTOMERS 	<ul style="list-style-type: none"> Responding to daily client enquiries regarding our services via corporate marketing email, ChatBot and telephone. Conducting annual Customer Satisfaction Surveys to improve customer service and satisfaction. 	<ul style="list-style-type: none"> General enquiries (pricing, report turnover, long queue time). Customer feedback on level of customer service. 	<ul style="list-style-type: none"> Timely response to general queries. Using feedback to improve customer service
EMPLOYEES 	<ul style="list-style-type: none"> Bi-annual staff communication on the Code of Business Conduct. Regular orientation for new hires on company policies, safety and quality matters. Refresher safety training for all staff every 4 years. Regular communication with all staff on company policies, protocols and other social initiatives. 	<ul style="list-style-type: none"> Work arrangement Company policies and protocols. Feedback on level of staff satisfaction. 	<ul style="list-style-type: none"> Policies and safety measures are regularly communicated and reiterated
SHAREHOLDERS 	<ul style="list-style-type: none"> Annual General Meetings Quarterly updates on company's financial performance. 	<ul style="list-style-type: none"> Business strategies and upcoming plans. 	<ul style="list-style-type: none"> Provision of detailed operational strategy
SUPPLIERS 	<ul style="list-style-type: none"> Review of Supplier Code of Conduct to reflect our sustainability ambition. Work closely and communicate with our Suppliers to ensure smooth delivery of purchased items that complies with ESG expectations. Supplier environmental and social screening assessment questionnaire 	<ul style="list-style-type: none"> Pricing Delivery of products/ services. 	<ul style="list-style-type: none"> Timely communication on pricing concerns and delivery
REGULATORS 	<ul style="list-style-type: none"> Regular dialogue sessions and meetings with regulators including Land Transport Authority, National Environment Agency, Housing Development Board, Building & Construction Authority. 	<ul style="list-style-type: none"> Regulatory assessments. Regulatory updates. SGX listing requirements. 	<ul style="list-style-type: none"> Compliance with regulatory updates and assessments
TRADE ASSOCIATIONS AND PROFESSIONAL BODIES 	<ul style="list-style-type: none"> Regular dialogues and meetings with Trade Associations and Professional Bodies on standards of compliance. 	<ul style="list-style-type: none"> Compliance to standards. 	<ul style="list-style-type: none"> Regular updates on standards requirements for industry compliance

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MATERIALITY APPROACH AND PROCESS

In 2021, we engaged both our internal and external stakeholders to validate the ESG material topics and issues deemed to be relevant to VICOM. Qualitative and quantitative interviews, as well as surveys, were conducted with VICOM's key management, employees, regulatory agencies, unions, and suppliers across various business functions. VICOM's senior management and the Sustainability Committee were consulted on the validation of the material topics to finalise the topics, resulting in a curated list of material issues for VICOM.

Whilst the stakeholder engagement performed in 2021 remains relevant and has aided us in the feedback and validation process of identifying the relevant stakeholders,

we furthered our materiality process in FY2022 to stay up to date with the evolving sustainability landscape. As a result, this year, we conducted a materiality assessment refresh to focus on identifying the positive and negative impacts from VICOM's business operations.

In accordance with the new GRI 2021 requirements, the materiality refresh undertaken aimed at holistically reassessing and prioritising the material topics most relevant to us. This new materiality assessment method placed a greater emphasis on the impact of VICOM's operations on the people, environment and economy surrounding us. It also highlighted emerging sustainability issues as well as industry and market needs for us to focus on going forward.

PILLAR	KEY MATERIAL TOPICS	MATERIAL SUB-TOPICS
ENVIRONMENTAL – Adopting and advancing sustainable technology and innovation; and driving environmental stewardship and enabling the transition towards sustainability	Resource Stewardship	<ul style="list-style-type: none"> Emissions and air quality Energy Water Waste
	Sustainability Transition	<ul style="list-style-type: none"> Climate friendly mobility
SOCIAL – Upholding our responsibility to our people, our communities, and the society	Human Capital Responsibility	<ul style="list-style-type: none"> Occupational health and safety Employee Wellbeing and Work Life Balance Human & Labour Rights Employee training, upskilling & development Diversity, anti-discrimination, inclusion, and equal opportunities Talent attraction, retention, job opportunity creation
	Public Health and Safety	
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PILLAR	KEY MATERIAL TOPICS	MATERIAL SUB-TOPICS
GOVERNANCE AND ECONOMY – Fortifying strong governance and ethical business in our journey towards sustainable economic growth and innovation	Cybersecurity, data privacy and security	<ul style="list-style-type: none"> Compliance, ethical conduct, transparency, and accountability Corporate governance Responsible Supply Chain & Partnerships
	Business & Operational Integrity	
	Testing Integrity	
	Innovation and Growth	<ul style="list-style-type: none"> Economic growth and new opportunities Investment and innovation in services and operations <ol style="list-style-type: none"> Sustainable food systems Sustainable building materials

GOVERNING OUR SUSTAINABILITY AND RISK

VICOM has an established governance structure in place to monitor and manage all ESG related risks whilst generating sustainability, economic growth, and development for the business. This structure aids in realising our sustainability ambitions and strategies. At the same time, our corporate governance plays a pivotal role in fostering a sustainability-driven environment within our organisation and the wider society.

As a trusted TIC service provider, VICOM understands the impact we can have on ESG issues. We are placed in an influential position to empower and enable sustainable change within our business and the communities around us. Bearing this in mind, VICOM thus has a Board level Sustainability Committee (“SC”) that is responsible for directing and strategising our sustainability approach. Our SC, chaired by Ms. June Seah, oversees the review, assessment, implementation and rectification of issues, strategies and targets pertaining to sustainability. The SC

conducts bi-annual meetings to address ESG matters within the organisation and convenes on an ad-hoc basis when required.

Likewise, VICOM’s senior management works closely with our SC and regularly keeps track of key sustainability issues and performance. Regular meetings between the SC and senior management personnel are held to identify, analyse, and review important ESG issues and the relevant actions required to address any gaps for improvement.

In June 2022, VICOM formed an Eco-Ambassador committee to facilitate the implementation of its sustainability strategies and initiatives, underscoring the organisation’s commitment to continuously advance in ESG-related matters.